



What's New with Basic Health for Groups

Important Information for Basic Health group contacts

September 2003

Our partners help make Basic Health open enrollment a success!

Open enrollment is October 20-November 14, 2003 and Basic Health (BH) is counting on your help more than ever this year because of the 2004 benefits changes (see the enclosed *Open Enrollment Alert*). Most BH members have no experience with the cost-sharing responsibilities they will have in 2004. With your help, our group members will understand their new responsibilities and be able to make an easier transition to the new BH benefits.

Basic Health staff restructure

In July, BH Call Center and Member Services staff merged functions and are all now part of Customer Services. All Customer Services staff answer telephone inquiries as well as make account adjustments. Our phone hours are 8 a.m. to 5 p.m., Monday through Friday. Continue to call **1-800-660-9840** for simple inquiries on issues such as eligibility, status of an account, or tracking correspondence.

Processing member inquiries

BH has three units within Customer Services. The lead worker in each unit handles account inquiries for our financial sponsor, home care, and employer groups. We need your help to process group account inquiries more efficiently. Most inquiries can be responded to within five working days, unless there is an urgent medical need. **Please allow the five working-day processing time before contacting the lead worker about your inquiry.** Remember to call Customer Services at 1-800-660-9840 for simple inquiries, and contact the lead workers for multiple or complex inquiries.

Open Enrollment Alert for Group Members

The *Open Enrollment Alert* sent to your group members this month is enclosed. This is BH group members' official notice of open enrollment, which advises them to look for their open enrollment booklet in the mail in mid-October, and explains the 2004 benefits changes. Review the *Open Enrollment Alert* to familiarize yourself with the benefits changes effective January 1, 2004.

The alert also describes changes on how BH reviews income and residency for program eligibility.

Premium changes

In 2004, monthly premiums will increase for every income band. Your group will see the change on the billing statement received in November, which is due December 5 for January 2004 coverage.

Other factors that may affect the monthly premium are:

- Adding (including birth or adoption of a child) or removing family members, even if they are not covered;
- Reporting a change in income;
- Having a family member lose eligibility for the Maternity Benefits Program or Basic Health *Plus*.

**Information on
health plans
and availability**

Remind your members to contact health plans directly if they have questions about benefits and what is covered. Following is a list of health plans and contact numbers. **(Please note:** Not all health plans are available in all counties).

Columbia United Providers, Inc. www.cuphealth.com	1-800-315-7862 or 360-891-1520
Community Health Plan of Washington www.chpw.org	1-800-440-1561
Group Health Cooperative www.ghc.org	1-888-901-4636
Kaiser Foundation Health Plan of the Northwest www.kp.org	1-800-813-2000
Molina Healthcare of Washington, Inc. www.molinahealthcare.com	1-800-869-7165
Premiera Blue Cross www.premiera.com/basichealth	1-800-691-3072
Regence BlueShield www.wa.regence.com	1-800-560-5731

**New
recertification
material**

By now, everyone has become more familiar with the recertification process and what's needed to fulfill the requirement. Did you know that BH recertifies all accounts at least once a year, and those members who have assigned I.D. numbers may be selected twice a year? Whether a member is selected once or twice a year, the same requirements apply. Group contacts will be notified in the monthly Detail Report of members selected for recertification.

To help members successfully complete the recertification process, we have simplified the process and documents members must complete, and clearly stated what requirements must be met. The new documents will be used for the first time with accounts selected for recertification in October.

Thank you for providing coverage through Basic Health for Groups!
Customer Services 1-800-660-9840 Self-service line: 1-800-842-7712 www.basichealth.hca.wa.gov